

Health Home Learning Collaborative

Value Added Benefits

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This Training is a Collaborative Effort Between the Managed Care Organizations and Iowa Medicaid Enterprise

Iowa Medicaid Enterprise

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AGENDA

1. Introductions
2. Value Added Benefits.....Bill Ocker ITC/ Martha Boese AGP
3. Questions/Open Discussion.....All
(Open discussion on current issues or barriers, potentially leading to future monthly topics)

Logistics

- Mute your line
- Do not put us on hold
- We expect attendance and engagement
- Type questions in the chat as you think of them and we will address them at the end.

Iowa Total Care (ITC) Value Added Benefits

- My Health Pays
- Mobile App
- Flu Program
- Start Smart for Your Baby (Start Smart)
- Member Connections Community Health Worker (CHW) Program
- Connections Plus
- Healthy Celebration

My Health Pays

Service Name	Service Description	How to get services
My Health Pays	Reloadable VISA card for engaging in healthy behaviors	To access this service or if you have any questions, please call Iowa Total Care Member Services toll-free at 1-833-404-1061

If members complete the following:

Health Risk Screening
Notification of Pregnancy in 1st Trimester Annual
Notification of Pregnancy in 2nd Trimester Annual
Postpartum Doctor Visit
Annual Flu Vaccine
In-Home Assessment

Annual Breast Exam
Comprehensive Diabetes Care
Child Well Care Visits Age 2 -20
Annual Adult Well Care Visits 21+
Infant Well Care Visit
Control Blood Pressure

Mobile App

Service Name	Service Description	How to get services
Mobile App	One stop shop App that provides interactive tools and functions for members Health Risk Screening, Care Gap Alerts, Health Library, One Touch calling, Mobile find a provider, Mobile ID Card, Personal Health Trackers	To access this service or if you have any questions, please call Iowa Total Care Member Services toll-free at 1-833-404-1061

The Flu Program

Service Name	Service Description	How to get services
The Flu Program	<p>Provides targeted outreach to the member</p> <p>Information about preventing transmission of the flu virus.</p> <p>Encourages seasonal flu vaccine. Precautions to prevent illness.</p> <p>Things to manage a sick family member. Receive flu shot at participating pharmacies.</p>	<p>To access this service or if you have any questions, please call Iowa Total Care Member Services toll-free at 1-833-404-1061</p>

Start Smart for Baby

Service Name	Service Description	How to get services
Start Smart for Baby	<p>An educational program for pregnant mothers to ensure a health pregnancy and 1st year of life for the baby.</p> <p>Provides communication with the member and the Start Smart Case managers with the health plan</p> <p>As part of this program, you can also access these additional services.</p> <p>Start Smart Mobile Application – which is an interactive and personalized application for expecting and new mothers to assist families with staying on track with prevention milestone, personalized reminders, action to take on health issues, access to nurse line.</p> <p>Start Smart Baby Shower – Offered in a classroom environment to educate pregnant mothers about prenatal and postpartum care</p>	<p>To access this service or if you have any questions, please call Iowa Total Care Member Services toll-free at 1-833-404-1061</p>

Member Connections Community Health Worker (CHW) Program

Service Name	Service Description	How to get services
Member Connections Community Health Worker (CHW) Program	<p>Personal level of interaction with our members to build strong relationships and trust CHW will provide home visits to our high-risk members for those we can't reach by phone to assist with</p> <p>Member outreach and engagement Coordination of social services Provide health education and outreach</p>	To access this service or if you have any questions, please call Iowa Total Care Member Services toll-free at 1-833-404-1061

ConnectionsPlus

Service Name	Service Description	How to get services
ConnectionsPlus	<p>Pre-programmed cell phones for high-risk members who lack reliable phone access and not able to access a phone through SafeLink Program</p> <p>With pre-programmed direct dial phone numbers</p> <p>Purpose is to prevent events like inappropriate ER use, hospital admissions</p>	<p>To access this service or if you have any questions, please call Iowa Total Care Member Services toll-free at 1-833-404-1061</p>

Wellness Care Program

Service Name	Service Description	How to get services
Wellness Care Program	<p>Health Celebration Days - Program for ITC members to assist them in receiving needed preventive health check ups.</p> <p>Wellness Care for Adults – program for adults to ensure they complete annual check ups such as physical exam, blood test & needed shots for their age.</p> <p>Wellness Care for Children – EPSDT is preventative care for those under age 21 to ensure they get the health screenings needed</p>	<p>To access this service or if you have any questions, please call Iowa Total Care Member Services toll-free at 1-833-404-1061</p>

Additional Benefits

- No co-pays, except for ER visits
- Telephone coaching sessions and educational print materials
- ITC website for information
- Krames Health Library
 - <https://www.iowatotalcare.com/members/medicaid/health-wellness.html>
 - Has over 4000 topics related to health & 33,000 prescription

ITC Links

- **Value Added Benefit Information**

- ❖ <https://www.iowatotalcare.com/members/medicaid/benefits-services/value-adds.html>

- **Member Handbook – Page 37 - 39**

- ❖ <https://www.iowatotalcare.com/content/dam/centene/iowa-total-care/PDF/ITC%20Member%20Handbook%206-13-19%20edits%20Clean.pdf>

- **Member Services**

- ❖ Toll-free at 833-404-1061

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VALUE ADDED BENEFITS
ALL MEMBERS

Health Screener Process

We'll ask members to complete a health screen to help Amerigroup:

- Learn about their health;
- Arrange your care in a way that meets a member's individual needs;
- It's simple and only takes a few minutes to do.
- Member information will remain private.

Health Screener Process, con't.

Who is required to take the Health Screening tool?

- **All** health home members

Health homes required to make attempts to have members complete screener within *90 days of enrollment* or when a *change in health status*.

How to assist members:

- Member can contact Customer Service to complete by phone or request a paper copy of screener at 1-800-600-4441
- Provider can *assist* member on member portal
- Member can complete on member portal

Health Screener Process, con't.

Members will be able to:

- Fill out and return the paper copy received in the mail in the postage-paid, self-addressed return envelope provided,

OR

- Log in and complete the screener online at www.myamerigroup.com/IA

Health Screener Process, con't.

Once members have *finished the health screener assessment*, they will:

- Call 1-877-868-2004; **or**
- Visit us online at:
www.myamerigroup.com/HealthyRewards to enroll in the **Amerigroup Healthy Rewards** program.

Using the Health Screener to Meet Your Measures


HEDIS Measure	Health Home Core Quality Measure (NQF)	Amerigroup Health Screener Questions	Member Benefits: Value-added Benefits (VAB)	Member Benefits: Healthy Rewards
Follow-Up After Hospitalization for Mental Illness (FUH)	Follow-Up After Hospitalization for Mental Illness (FUF-HH)	<p>5. Have you or your child had any of the following medical visits or tests in the last 12 months?</p> <ul style="list-style-type: none"> • Been admitted to the hospital <p>8. How many times have you or has your child been admitted to the hospital in the last year?</p>	<p>Post-Discharge Stabilization Kit** Members who stayed in a hospital more than 7 days and recently discharged, with approval of case manager</p> <p>Home-Delivered Meals** Members recently discharged from hospital and deemed eligible by case manager</p> <ul style="list-style-type: none"> • Meals for member and 3 family members; up to 5 days 	<p>Follow – up after behavioral health hospitalization \$30 (once per 12 months)</p> <p>Antipsychotic medicine adherence Ages 19-64 \$10 (twice per 12 months)</p>

** Additional information/rules for receiving reward as outlined in Member Handbook or Healthy Rewards Booklet

MEMBER BENEFITS

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Value Added Benefits-All members

Service Name	Service Description	How to Get Services
LIVEHEALTH ONLINE	<p>With LiveHealth Online, you have another way to get care.</p> <p>Why use LiveHealth Online?</p> <ul style="list-style-type: none"> • You can video chat with a Dr. anytime, day or night • Your video chats are private and secure • Each session usually only lasts about 10 minutes, and you won't have to sit in a waiting room for a long time. 	<p>It's easy to get started. Visit www.livehealthonline.com and sign up.</p> <p>You can also sign up and assess through your smartphone or tablet via the LiveHealth Online Application, available in the Google Play Store and the App Store.</p> 

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Value Added Benefits-All members

Service Name	Service Description	How to Get Services
DENTAL HYGIENE KIT	<p>These kits have educational materials and supplies like:</p> <p>For members from birth- age 1:</p> <ul style="list-style-type: none"> • Educational materials on dental health for young children • Children's toothpaste • A child's toothbrush <p>For members ages 2-11:</p> <ul style="list-style-type: none"> • Kid-focused educational materials and activities • Children's toothpaste • A child's toothbrush <p>For members age 12 & older:</p> <ul style="list-style-type: none"> • Toothpaste • A toothbrush • Dental Floss • Kits, differing brush styles 	<p>Call Member Services at 1-800-600-4441 (TTY711) and ask for your kit, which will be mailed or at myamerigroup.com/IA</p>

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Value Added Benefits-All members

Service Name	Service Description	How to Get Services
COMMUNITY RESOURCE LINK	We offer an easy-to-use online resource so you can easily find free and low-cost services available in your community. Amerigroup Community Resource Link is searchable by zip code and has information about programs and events near you.	Visit www.myamerigroup.com/IA/get-help?local-resources.html . If you can't get on a computer or smartphone with internet services, call Member Services @ 1-(TTY711) for assistance.

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Value Added Benefits - **All members**

- Resource Link-Search by Zip Code

The screenshot displays the Amerigroup Iowa website interface. At the top, there is a navigation bar with links for Benefits, Apply, Care, Get Help, and Your Account. Below this, the 'Local Resources' section is highlighted. It includes a description of the 'Community Resource Link' and a search bar where the zip code '50266' is entered. To the right of the search bar, there are two event listings: 'IMPACT Community-Action Partnership - Ankeny Tabling Event' and 'Salvation Army East Citadel Tabling Event'.

Local Resources

Amerigroup Community Resource Link is a site where you can search for free or low-cost local services. This easy to use tool can help you find services and resources in your area.

Community Resource Link
Get help finding food, jobs, housing and other things you may need.

50266 Search

IMPACT Community-Action Partnership - Ankeny Tabling Event
Thurs., Jan. 2nd 8:45 AM - 3:00 PM
Amerigroup Iowa will have a display to disperse information and answer questions for members at the stop by the IMPACT Ankeny office.
[Event Location](#)

Salvation Army East Citadel Tabling Event
Fri., Jan. 3rd 9:00 AM - 4:00 PM
Amerigroup Iowa will be present at

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Value Added Benefits - **All members**

- Resource Link-Search Results

The screenshot shows the Amerigroup website interface. At the top, there is a teal header with the Amerigroup logo on the left and links for Support, Sign Up, and Log In on the right. Below the header is a search bar with the placeholder text "Zip or keyword or program name" and a magnifying glass icon. To the right of the search bar is a teal banner with the text "Get help finding food, jobs, housing and other things you may need." Below the banner is a navigation menu with icons and labels for various services: FOOD, HOUSING, GOODS, TRANSIT, HEALTH, MONEY, CARE, EDUCATION, WORK, and LEGAL. The main content area is white and features a large teal banner with the text "1578 programs serve people in West Des Moines, IA (50266)". Below this text is a prompt "Type a search term, or pick a category". To the right of the text is the Amerigroup logo and the text "An AmeriSource Company". Two curved arrows point from the search bar area to the search results area.


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Value Added Benefits - Guidelines

- Home – delivered meals
- Amerigroup Mobile Program
- Post – discharge stabilization kit

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Value Added Benefits - Guidelines

Service Name	Service Description	How to Get Services
<p>HOME DELIVERED MEALS</p> <p>*Eligible hospitalizations include <u>any</u> hospitalization that is 3 or more days. Does not include skilled nursing facilities.</p>	<p>For those members deemed eligible, after discharge, we'll have meals for you and three family members delivered straight to your door for up to five days.</p>	<p>The Health Home will send a request to IA-HealthHome@Amerigroup.com with the member's information, and vendor form.</p> <div data-bbox="1371 802 1564 971">  <p>Mom's Meals Referral Form</p> </div>

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Value Added Benefits - Guidelines

Service Name	Service Description	How to Get Services
AMERIGROUP MOBILE PROGRAM If you have SafeLink as your lifeline Assistance carrier, you get extra minutes for just being a member. Our mobile health program includes: <ul style="list-style-type: none"> • Mobile health coaching programs • Tips and reminders via text for you and your family to stay healthy 	The bonus minutes are in addition to: <ul style="list-style-type: none"> • 1000 monthly minutes • 1-1.5 GB of data • Unlimited text messages • Free calls to Member Services If you keep your own smartphone, you get all of the above except for the first three months you get 1.5 GB of data and 1 GB of data starting the 4 th month. Already have Lifeline? The member/parent/guardian may be able to switch from the current Lifeline carrier to SafeLink.	Lifeline Assistance is a government assistance program and is non-transferable. Enrollment is available to individual who qualify based on federal or state-specific eligibility criteria. You may qualify based on: <ul style="list-style-type: none"> • Household income or • If you or a member of your household participate in certain public assistance programs.

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Value Added Benefits - Guidelines

Service Name	Service Description	How to Get Services
<p>POST-DISCHARGE STABILIZATION KIT</p> <p>Who is eligible:</p> <p>Amerigroup members who stayed in a hospital for more than seven (7) days and have been recently discharged, with approval from your case manager</p>	<p>We offer a kit with tools to help. This kit includes items like:</p> <ul style="list-style-type: none">• Educational materials on how to take care of yourself at home• Reminder tools to help you keep your follow-up appointments• Support devices to make it easy to follow your medication and treatment plans• Solutions for linking tele-monitoring to recovery plans	<p>Please tell your case manager you would like the post - discharge stabilization kit. He or she will let you know if you are eligible and give you more information.</p>

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Value Added Benefits- Adults over 18

- Personal Exercise Kit
- Weight Watchers
- Help getting ready for the High School Equivalency Test (HiSET)

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Value Added Benefits - Adults over 18

Service Name	Service Description	How to Get Services
<p>PERSONAL EXERCISE KIT</p> <p>Eligibility criteria:</p> <p>Amerigroup members who are:</p> <ul style="list-style-type: none"> • 18 or older • Diagnosed as obese by their doctor • Referred by their case manager or treating provider 	<p>With Amerigroup, you can get a personal exercise kit to help you get moving at home. The kit will include equipment to help:</p> <ul style="list-style-type: none"> • Maintain muscle tone while increasing strength, flexibility and mobility • Improve your overall health <p>The exercise kit may include:</p> <ul style="list-style-type: none"> • Exercise band, water bottle and squeeze ball 	<p>Call Member Services at 1-800-600-4441 (TTY711) to ask for an exercise kit.</p>

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Value Added Benefits - Adults over 18

Service Name	Service Description	How to Get Services
WEIGHT WATCHERS Eligibility criteria: Amerigroup members who are: <ul style="list-style-type: none">• 18 or older• Diagnosed as obese by their doctor• Referred by their case manager or treating provider	With Amerigroup, members can get a Weight Watchers voucher to help develop a healthy lifestyle and meet weight-loss goals. With this voucher, you'll get: <ul style="list-style-type: none">• No sign-up fees• 13 weeks of free weight management classes	Member can call Member Services at 1-800-600-4441 (TTY711) and indicate they'd like a voucher. If eligible, a voucher will be mailed to the home address.

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Value Added Benefits - Adults over 18

Service Name	Service Description	How to Get Services
HELP GETTING READY FOR THE HIGH SCHOOL EQUIVALENCY TEST (HiSET)	We'll cover the cost of a prep course, and after you pass the prep course, we'll give the member a voucher so he/she can take the test for free.	Call Member Services at 1-800-600-4441 (TTY711)

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Value Added Benefits- For Kids

- Free Boys & Girls Club Membership
- Healthy Families Program
- Comfort items

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Value Added Benefits - For Kids

Service Name	Service Description	How to Get Services
FREE BOYS & GIRLS CLUB MEMBERSHIP *Ages 6-18	Children should have a safe place to get active, make friends and have fun. Boys & Girls Clubs offer all of this and more to kids in the community. And with Amerigroup, children can get a membership, worth up to \$40, for free.	Parent/Guardian will show your Amerigroup member ID card at the local participating Boys & Girls Club. Call Member Services at 1-800-600-4441 (TTY 711) for a list of participating clubs in your area.

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Value Added Benefits - For Kids

Service Name	Service Description	How to Get Services
HEALTHY FAMILIES PROGRAM	<p>Health Families is a six month program designed to help families with overweight or obese children from healthier habits. Families will learn about the importance of good nutrition and exercise, with:</p> <ul style="list-style-type: none">• Help from a health coach you can call to get health tips and advice• Educational materials to help your family learn how to each and live healthier.	<p>If a family qualifies for the program, we may call and ask if they'd like to join. If so, we'll give them all the information they need to get started.</p> <p>If they don't get a call from us but want to join, parent/guardian can call us at 1-888-830-4300 (TTY 711). Let us know they'd like to be a part of the program. If the family qualifies, we'll help get them started.</p>

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Value Added Benefits - For Kids

Service Name	Service Description	How to Get Services
COMFORT ITEM Who is eligible: All IA Health Link Amerigroup members participating in one of these waiver programs: • Foster Care	Moving around can be tough, especially for children. The comfort item is a “buddy” that offers soothing and calmness in difficult and traumatic situations, while promoting a sense of stability. Members may choose a stuffed animal or journal.	Log on to the Benefit Reward Hub to redeem your value added benefits and view the benefits you’re eligible for at myamerigroup.com/IA or call Member Services at 800-600-4441 (TTY 711).

Amerigroup Value Added Benefits- Certain Waiver & Other Programs

- Self-Advocacy Memberships
- Community Reintegration

For Case Manager contact information, please email LTSS_Iowa@anthem.com

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Value Added Benefits – Waivers, etc.

Service Name	Service Description	How to Get Services
<p>SELF-ADVOCACY MEMBERSHIPS</p> <p>Who is eligible:</p> <p>Amerigroup members participating in one of these waiver programs: • Brain Injury • Health and Disability • Intellectual Disability • Physical Disability</p>	<p>Want to improve your public speaking skills? Learn about how to keep a job? Know more about your rights as a person with disabilities? There are organizations in Iowa that coach people with disabilities on how to live a full, independent life. We offer eligible members some money every year to use to attend a conference or event sponsored by:</p> <ul style="list-style-type: none"> • Iowans with Disabilities in Action • NAMI-Iowa • Area Agencies on Aging <p>You can also get a yearly membership in one of these advocacy groups:</p> <ul style="list-style-type: none"> • National Council on Independent Living • TASH • Self-Advocates Becoming Empowered • Autistic Self-Advocacy Group 	<p>You can call Member Services at 800-600-4441 (TTY 711) and request a membership.</p>

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Value Added Benefits – **Waivers, etc.**

Service Name	Service Description	How to Get Services
<p>COMMUNITY REINTEGRATION</p> <p>Who is eligible: Amerigroup members:</p> <ul style="list-style-type: none"> • Participating in a Home- and Community-based Services (HCBS) waiver program and currently residing in a nursing facility or • An ICF/ID eligible member who wishes to transition back into a homebased setting and whose needs are greater than the current benefits offered through the Money Follows the Person program. 	<p>We will help make the change easier. Eligible members can get a one-time benefit up to \$2,500 to help with the move. The benefit can be used on expenses such as:</p> <ul style="list-style-type: none"> • Household goods • Deposits for utilities • Rent 	<p>Please call your case manager if you would like help moving home from a facility. She or he will let you know if you are eligible and work with you to decide what kind of help and services you need.</p>

Amerigroup Healthy Rewards

- Our Healthy Rewards program rewards members for doing things that are good for their health. Members can earn \$10 - \$50 per designated activities to stay healthy.
- Health Rewards dollars can be spent at Dollar General, Family Dollar, CVS, Walgreens and Walmart stores. (Can be used for gift cards; pg. 56 Member handbook)

Amerigroup Healthy Rewards

- To sign up or find out more about the Healthy Rewards program, the member can call 877-868-2004 or visit online at:
www.myamerigroup.com/HealthyRewards.
- After enrollment, every time the member completes one of the healthy activities, they will get dollar added to their very own Healthy Rewards Debit Card.

Amerigroup Links

- **Value Added Benefit Information**
 - ❖ <https://www.myamerigroup.com/ia/benefits/iowa-medicaid.html>
- **Member Handbook – Page 49-62**
 - ❖ https://www.myamerigroup.com/ia/iaia_caid_member_handbook_eng.pdf
- **Member Services**
 - ❖ Toll-free at 800-600-4441 (TTY 711)

Questions?

Open Discussion

Thank you!